



SmartShopper Program Summary - City of Manchester
Monthly Summary for January 2017



Savings Summary

	Gross Savings	Incentives Paid	Claims Savings	Program Fees	Net Savings*	ROI	Incentive ROI**	Total Cases
MTD	\$23,005	\$1,450	\$21,555	\$4,311	\$17,244	399 %	1,487 %	23
QTD	\$23,005	\$1,450	\$21,555	\$4,311	\$17,244	399 %	1,487 %	23
YTD	\$23,005	\$1,450	\$21,555	\$4,311	\$17,244	399 %	1,487 %	23

* Net Savings = Gross Savings - Incentives - Program Fees

** Incentive ROI measures the return on incentive dollars and does not include any program fees

Population Summary

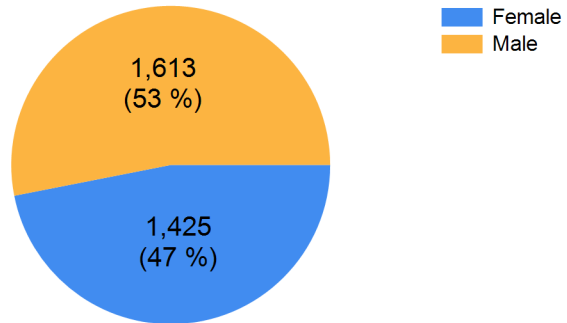
Measure	January 2017	Year To Date
Distinct Members	3,038	
Distinct Members with a Claim	351 (12%)	351
Distinct Members with Shopping Activity	56 (2%)	56
Distinct Members with an Incentive Paid	19 (1%)	19

Conversion Rate Summary Year-to-Date

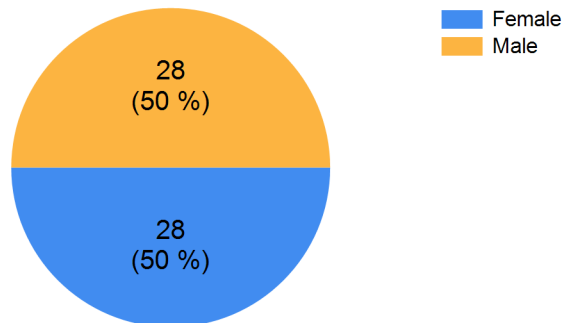
Shopping Rate	30.5 %	The Shopping Rate is the rate at which members search online or via call center compared to claims volume
Conversion Rate	17.6 %	The Conversion Rate is the percentage of members who chose a cost effective location after shopping with SmartShopper
Redirection Rate	5.3 %	The Redirection Rate is the total percent of all claims that were redirected to a lower-cost location
Avg Savings Per Search	\$164.54	The Average Savings Per Search is the average actual savings each time someone shops with SmartShopper
Avg Savings Per Incentive	\$937.19	The Average Savings Per Incentive is the average actual savings for each incentive earned



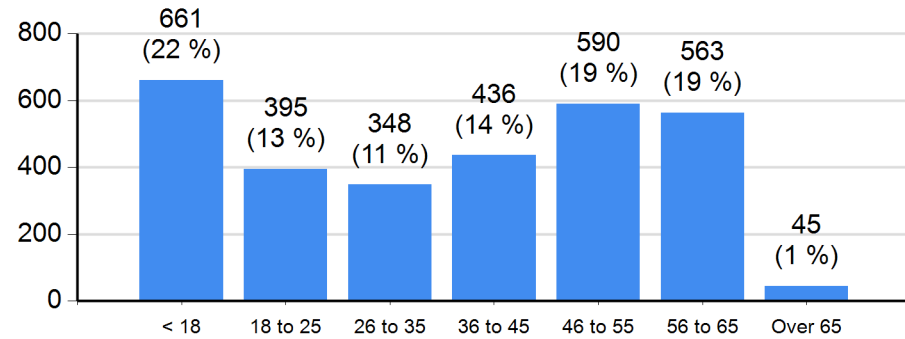
Distinct Members by Gender



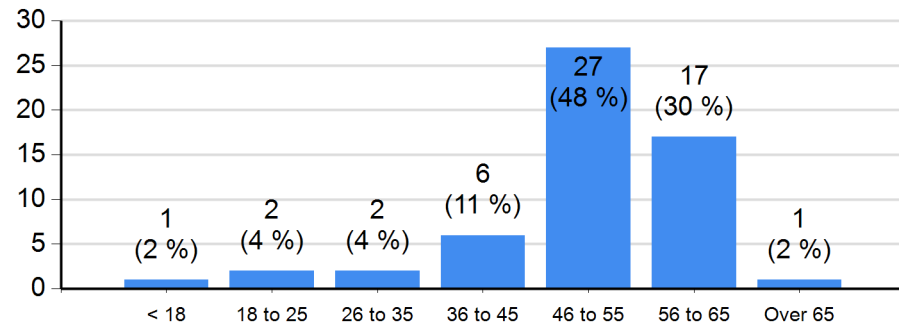
Distinct Shoppers by Gender



Distinct Members by Age

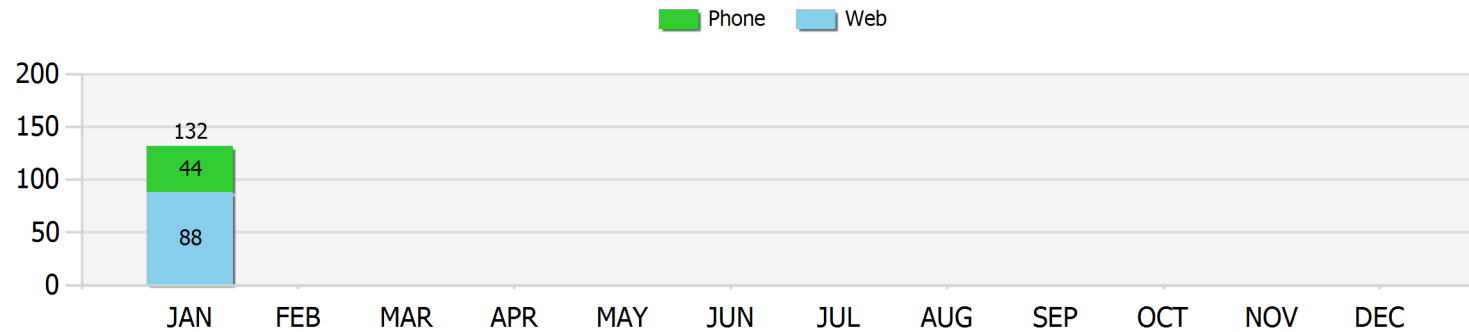


Distinct Shoppers by Age

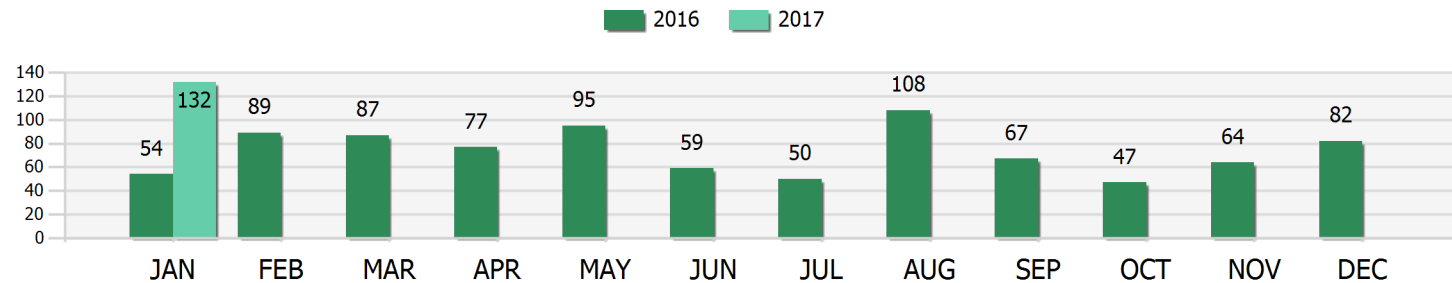




Shopping by Month this Year



Shopping Year over Year



Cost-Effective Breakout by Service (All numbers are Total Year-to-Date)

SmartShopper Service	Incurred Claims	Shopping Activity	Incentives Paid	Success Rate	Claims Savings	Avg Savings per Case (Actual)	SmartShopper Average Savings per Case	SmartShopper Potential Savings	% of Savings
Back Surgery	2	7	0	0 %	\$0	\$0	\$2,734	\$5,468	0.0 %
Bariatric Surgery	0	1	0	0 %	\$0	\$0	\$17,830	\$0	0.0 %
Bladder Repair (Sling)	0	1	0	0 %	\$0	\$0	\$7,043	\$0	0.0 %
Bone and Joint Imaging	0	6	0	0 %	\$0	\$0	\$169	\$0	0.0 %
Bone Density	4	1	0	0 %	\$0	\$0	\$128	\$512	0.0 %
Breast Biopsy	1	3	0	0 %	\$0	\$0	\$1,378	\$1,378	0.0 %
Bronchoscopy	0	1	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Bunionectomy	0	1	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Carpal Tunnel	2	0	0	0 %	\$0	\$0	\$1,756	\$3,512	0.0 %
Cataract Removal	1	0	0	0 %	\$0	\$0	\$1,795	\$1,795	0.0 %
Colonoscopy	13	15	2	15 %	\$3,912	\$1,956	\$971	\$10,684	18.1 %



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CT Scan	34	6	0	0 %	\$0	\$0	\$648	\$22,021	0.0 %
Dilation & Curettage - D&C	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Ear Tubes	2	1	0	0 %	\$0	\$0	\$428	\$857	0.0 %
Education Call	0	5	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Gall Bladder Surgery	1	1	0	0 %	\$0	\$0	\$2,703	\$2,703	0.0 %
Hammertoe Correction	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Hernia Repair	0	0	0	0 %	\$0	\$0	\$3,593	\$0	0.0 %
Hysterectomy	0	0	0	0 %	\$0	\$0	\$1,359	\$0	0.0 %
Hysteroscopy	0	0	0	0 %	\$0	\$0	(\$100)	\$0	0.0 %
Knee Surgery	4	2	0	0 %	\$0	\$0	\$3,067	\$12,268	0.0 %
Lab/Blood Work	275	42	16	6 %	\$3,982	\$249	\$255	\$66,129	18.5 %
Lithotripsy - Kidney Stones	0	0	0	0 %	\$0	\$0	\$4,494	\$0	0.0 %
Mammogram	28	7	2	7 %	\$167	\$83	\$67	\$1,735	0.8 %
MRI	26	11	1	4 %	\$0	\$0	\$720	\$17,999	0.0 %
PET Scan	0	0	0	0 %	\$0	\$0	(\$15)	\$0	0.0 %
Physical Therapy	15	9	0	0 %	\$0	\$0	\$1,944	\$29,160	0.0 %
Prostate Surgery	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Remicade Therapy	4	5	2	50 %	\$13,495	\$6,748	\$7,446	\$14,891	62.6 %
Shoulder Surgery	1	1	0	0 %	\$0	\$0	\$5,428	\$5,428	0.0 %
Sinus Surgery	0	0	0	0 %	\$0	\$0	\$3,242	\$0	0.0 %
Spinal Fusion	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Thyroid Removal	0	0	0	0 %	\$0	\$0	\$0	\$0	0.0 %
Tonsils and Adenoids	0	1	0	0 %	\$0	\$0	\$1,588	\$0	0.0 %
Tubal Ligation	0	0	0	0 %	\$0	\$0	\$4,784	\$0	0.0 %
Ultrasound	12	2	0	0 %	\$0	\$0	\$141	\$1,693	0.0 %
Upper GI	3	1	0	0 %	\$0	\$0	\$1,093	\$3,279	0.0 %
Urethra and Bladder Scope	2	1	0	0 %	\$0	\$0	\$581	\$1,163	0.0 %
Uterine Tissue Biopsy	0	0	0	0 %	\$0	\$0	\$854	\$0	0.0 %
Totals	430	131	23	5.3 %	\$21,555			\$202,674	



Cost-Effective Breakout by Service Measure Definitions

The following metrics are broken out for the specified medical procedure/year/employer group:

Incurred Claims: Count of claims (per distinct date of service per member)

Shopping Activity: Total count of searches by members and Compass agents

Incentives Paid: Number of Incentives Paid due to usage of a suggested cost effective provider

Success Rate: Number of Incentives Paid/Incurred Claims.

Claims Savings: Sum of the savings for each incentive paid (calculated as destination cost-actual cost - incentive paid)

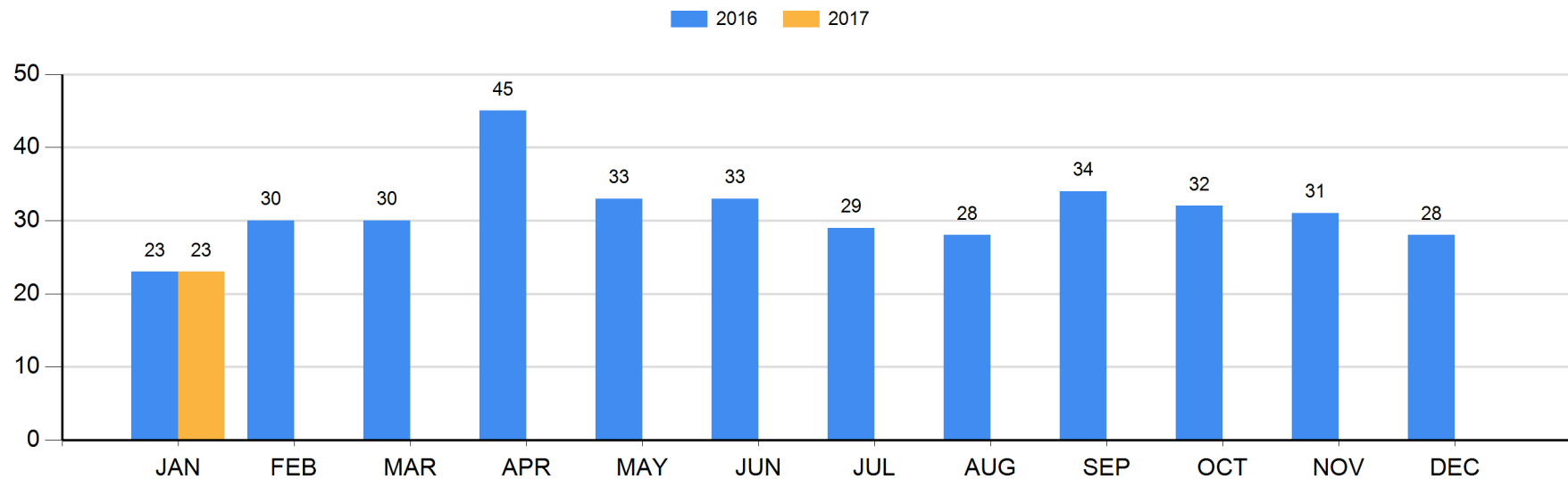
Average Savings per Case (Actual): Savings/Incentives Paid for Grouping

SmartShopper Average Savings per Case: Average Savings per Incentive Paid across the regional SmartShopper book of business for comparison purposes.

SmartShopper Potential Savings: (Claims-Cost-effective)* (SmartShopper Average Savings per Case)

% of Savings: Claims Savings/Total Savings (for all procedures)

Incentives Year Over Year





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Claims Savings Year Over Year

